How to upload a contribution file

About the Microsoft® Excel contribution process

Uploading a contribution file is an online process that allows you to submit Microsoft® Excel contribution files through the Plan Sponsor Services website. This feature also allows you to view submitted contributions and the banking information on file for contribution payments.

Before you begin

Prepare for submission

1. Create an Excel spreadsheet using your payroll information.
2. If you are using multiple worksheets, you must position the contribution being uploaded as the first worksheet.
3. Columns must contain consistent information (e.g. a column titled "member number" must only contain employee number).
4. Format member number cells as TEXT cells.
5. Use the same format for member numbers as when we enrolled your members. For example:
    - Enter information without dashes or spaces.
    - Include or exclude leading zeros, depending on your plan set up.
6. All data pertaining to each individual employee's contributions must appear in a single row.
7. Ensure spousal contributions are included in the applicable employee's row of data.
8. Once the spreadsheet is complete, save it with the **.xls** file extension in a folder that is accessible to administrators submitting the contribution.
    - Please do not put commas in the file name. We cannot download files whose names contain commas.

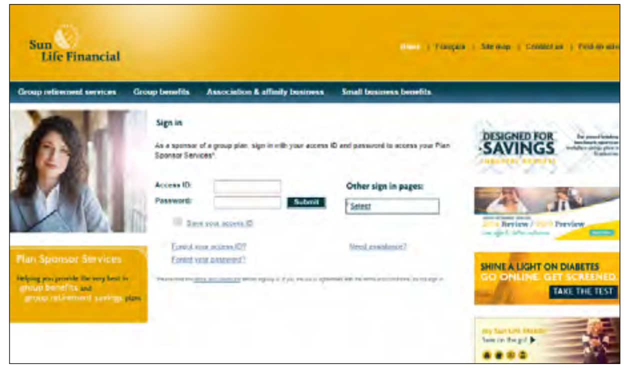
Helpful tips

- Open the file you are selecting for contribution in a separate window to view easily its details while you complete the submission.
- Remove complex formulas (see page 7 for more information).
- We will disregard subtotals if there are no member numbers in the subtotal rows.
- We will ignore header row(s) if there are no dollar values in any of the fields in the header row(s).
- Ensure you do not leave member numbers or contribution amounts blank, otherwise those rows will not record.

Sun Life

Access the feature

- Sign in to the Plan Sponsor Services website (**SunLife.ca/sponsor**) using your access ID and password.
  Select **Group Retirement Services**.
  Select **Upload a contribution file** from the **Administration** menu.
- If you are inactive on the Plan Sponsor Services website for longer than 18 minutes, the application will time out. You will have to return to the sign-in page to begin the process again.



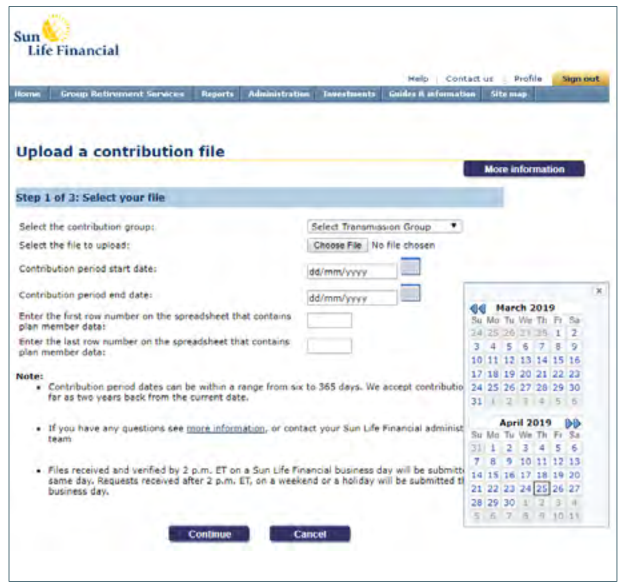
Upload the contribution file

Follow **three steps** to upload your contribution file. You can cancel your contribution submission at any time during the process. All information collected, including the contribution file, will not save if you choose to cancel the submission.

STEP 1

Select your file

- Select the appropriate contribution group from the pull-down menu.
- Select the file to upload by selecting **Choose File**.
- Enter the start and end date of the contribution period in dd/mm/yyyy format, or by selecting the calendar image to enter the dates.
- Enter the first and last spreadsheet row numbers that contain plan member data. Be aware of any hidden rows/columns or freeze panes, and be sure to capture this data.
- Select **Continue**.



STEP 2

Confirm columns and payment

Part A: Confirm column headings

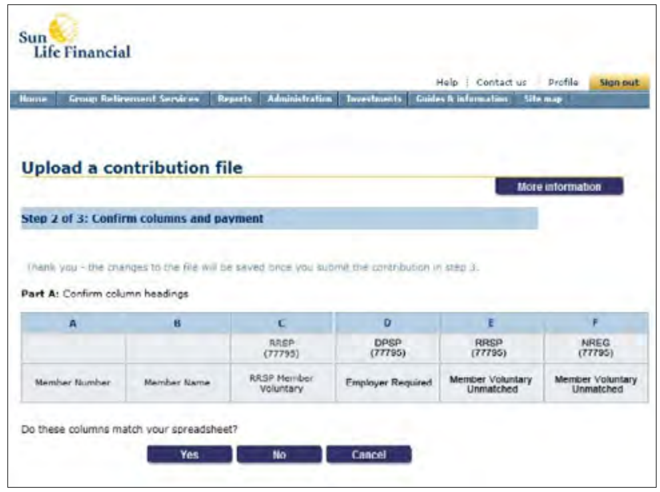
- Ensure the column letters (A, B, C, etc.) and the column headings that appear under these letters match those on your spreadsheet. Column headings are not case sensitive.
- If the columns match, select **Yes** to proceed to part B.
- If your columns do not match, you may edit your column letters to match your spreadsheet.

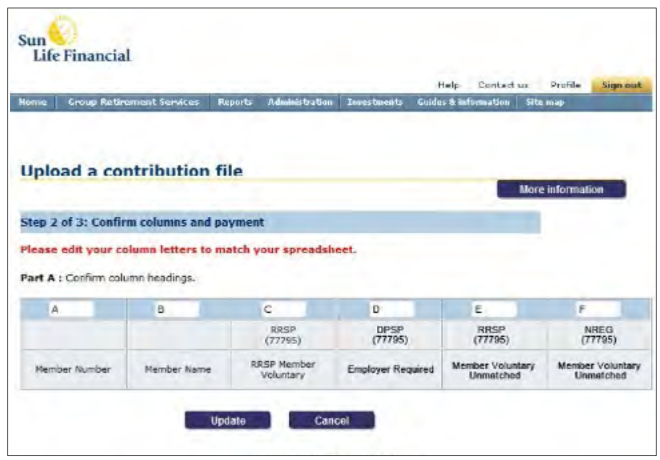
Future spreadsheets will carry the new column order. If you choose to return to the original setup, select **Cancel**.

Part B: Confirm totals

- Enter the totals for each column and click **Continue**.
- If there is a zero total for one column you need to enter "0.00"

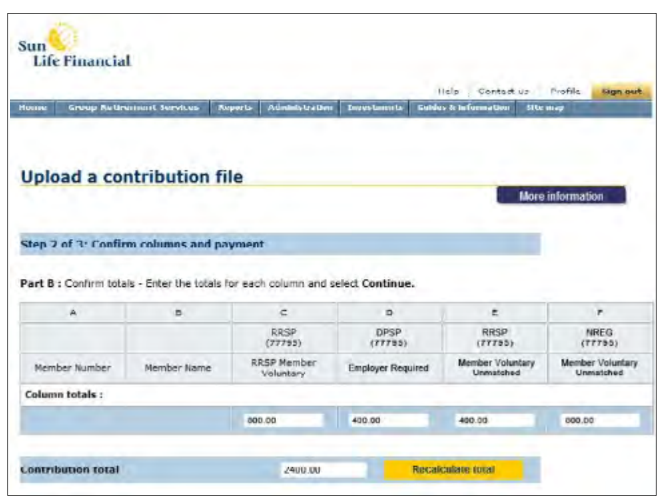
Cancelling your submission at any time requires you to start over and use a new saved file with a new name.





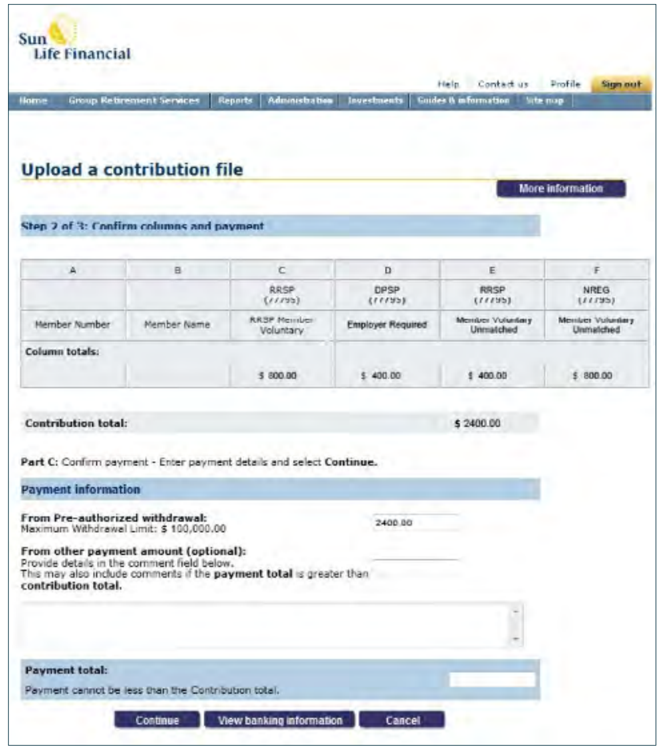
Helpful tips

The contribution total does not update automatically. Make all your changes and click **Recalculate** total to review the final figures.



Part C: Confirm column headings

- Select your payment method.
- If the payment total is greater than the contribution total, provide details in the comment field.
- Click **Continue**.

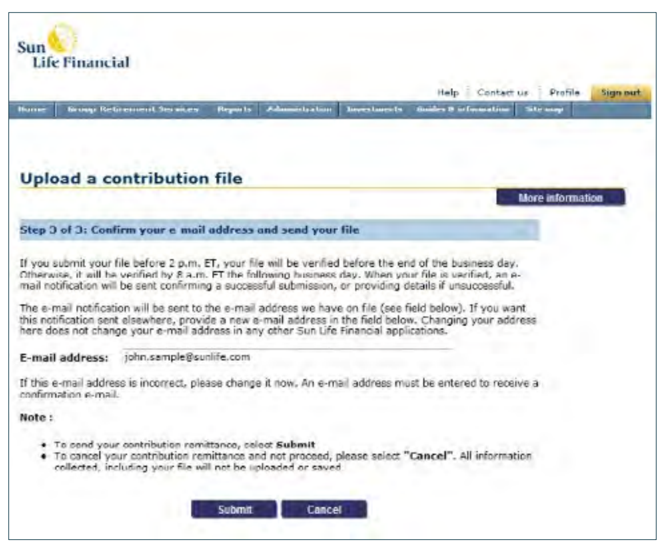


STEP 3

Confirm your email address and submit

Note: We will not reflect any changes to this email in any other Sun Life application.

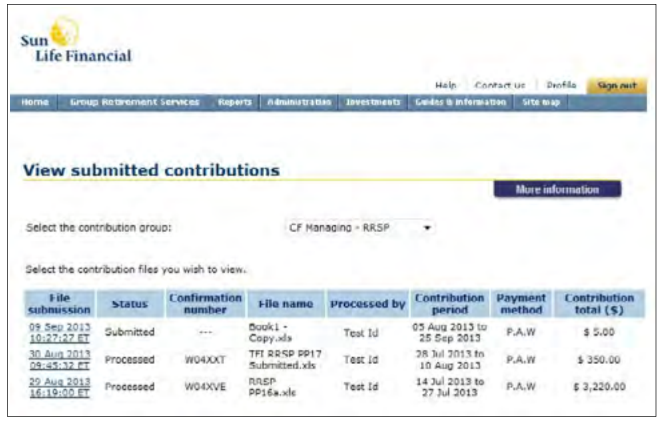
You're done!



View submitted contributions

Successfully submitted contribution files are available online for 25 months from the day of submission. Cancelled files are available for two months, while error files for one month.

Go to **View submitted contributions** from the **Administration** menu. To access file submission history.



File submission	Status	Confirmation number	File name	Processed by	Contribution period	Payment method	Contribution total ($)
09 Sep 2013 10:27:27 ET	Submitted	---	Book1 - Copy.xls	Test Id	05 Aug 2013 to 25 Sep 2013	P.A.W	$ 5.00
30 Aug 2013 09:45:32 ET	Processed	W04XXT	TFI RRSP PP17 Submitted.xls	Test Id	28 Jul 2013 to 10 Aug 2013	P.A.W	$ 350.00
29 Aug 2013 16:19:00 ET	Processed	W04XVE	RRSP PP16a.xls	Test Id	14 Jul 2013 to 27 Jul 2013	P.A.W	$ 3,220.00

Need assistance

Please contact Sun Lifes Sponsor Care Centre at **1-800-387-7262**, any business day from 8:30 a.m. to 4:30 p.m. ET, or contact your Sun Life Group Retirement Services representative

Helpful information

Contributions submitted twice or an incorrect file submitted
If you have submitted an incorrect or duplicate file, please call your Sun Life representative.

Characters in numerical cells
Characters, such as commas or dashes, in a numerical contribution cell will cause an error and your file will not balance. Before submission, please check that only numbers appear in the numerical value cells.

Column set-up
Column descriptions on the website default to the previous submission. It is important to ensure the column descriptions match your current spreadsheet.

Complex formulas
Pulling information from other spreadsheets stored elsewhere will cause your file to fail. You must adjust your spreadsheet, removing any formulas that require a lookup to another spreadsheet and then resubmit your file.

Member number
Member numbers must be populated on your spreadsheet in the agreed-upon format in TEXT format cells. The website will not read rows where member numbers are missing.

Multiple worksheets
A worksheet is a tab within an Excel spreadsheet. You need to save multiple worksheets, or tabs, in separate files and upload them individually, since only the first worksheet in any uploaded spreadsheet will be read.

Negative contributions
Before submitting a negative contribution, please validate that the member has a positive account balance. We will review member contributions that are negative for legislative compliance, and we will process any pre-authorized withdrawal payment.

Over payment / under payment
Please call your Sun Life administration team.

Pre-authorized withdrawal
If the contribution being processed exceeds your pre-authorized withdrawal limit, please call your Sun Life representative.

Product description changes
If you require a product description change or addition, please call your Sun Life representative.

Totals unmatched
If totals appear to be unmatched, remember that Excel may automatically round some numbers in your totals.

Zero balances
Remember to place zeros or leave cells blank when there are zero balances. Do not use dashes, or an error will occur.

Viewing historical data
This screen will display a directory of contributions submitted in date order. General information will include payroll group, grand total, contribution period, status and originator of process. To view detailed information, select the date of the file you wish to view.

notes